



Texting Is Not a Choice! For 9-1-1 Use Your Voice!

Text messaging and instant messaging are becoming a more common method of communications than the traditional two way voice telephone call. Citizens expect to be able to be able to contact 9-1-1 from any device, anytime, anywhere. Yet, the traditional 9-1-1 system is unable to provide the information to 9-1-1 centers.

We must educate our citizens that in case of an emergency texting or sending an instant message (IM) or email will NOT reach our 9-1-1 Centers in Montana. You must dial 9-1-1. If you are unable to speak or fear giving away your hiding place 9-1-1 call takers have the training to use 'silent call protocol' to get you help.

As society becomes more and more mobile and dependent on communication systems that are not stationary or tied to a physical address, law enforcement, fire fighters and other public safety service providers need improved tools to track the location of emergency callers. The State of Montana applied for and received Federal grant funding that will allow us to continue to modernize our 9-1-1 systems statewide.

"It's all about making the state a safer place and giving emergency responders the tools to do their jobs efficiently," Berger